संचार मंत्रालय में उप मंत्री (श्री पी.वी.रंगैया नायडू): (क) रांचीजिला टेलीफोन प्रबंधक के वर्तमान पदाधिकारी के विरुद्ध दो सी०बी०आई० मामले 25-8-82 से 4-1-90 की अवधि के दौरान जब निदेशक, दूरसंचार, डिब्रूगढ़ के, दर्ज कर पूछताछ की गई थी एक मामले में केन्द्रीय सतर्कता आयोग के परामर्श से नियमित विभागीय जांच प्रारम्भ की गई है । ऐसा मुख्य वितरण फ्रेमों के लिए अत्यधिक दर का भुगतान किए जाने के आरोप में किया गया है । दूसरा मामला, जिसमें उनके ऊपर आरोप था कि उन्होंने डाइरेक्टरियां ऊंची दरों पर छपवाई, सी०बी०आई० ने बन्द कर दिया है ।

(ख) जनवरी, 1990 से जून, 1991 के बीच विकलांग व्यक्तियों को 19 पे-फोन प्रदान किए गए । मुख्य महाप्रबंधक, बिहार सर्किल, पटना को पे-फोन मंजूर किए जाने के बारे में कोई अनियमितता/गलती का पता नहीं चला है ।

(ग) किसी व्यक्ति को कोई सरकारी पुरस्कार नहीं दिया गया है । तथापि, यह पता चला है कि अंतर्राष्ट्रीय मित्रता सोसाइटी, भारत द्वारा असम तथा उत्तर पूर्व सर्किल में उत्कृष्ट कार्य करने के लिए "विजय रत्न" पुरस्कार प्रदान किया गया है जो कि गैर सरकारी स्वैच्छिक संगठन है ।

(घ) उपर्युक्त भाग (ग) को देखते हुए कोई कार्रवाई किए जाने का प्रस्ताव नहीं है ।

Rapid growth of telephone facilities

3370. SHRI S. S. AHLUWALIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there is any plan for rapid growth of telephone facilities in the country, including reduction of back-log of waiting lists for new connections, besides providing the existing consumers trouble-free services;

(b) whether Government are aware that complaints of excess billing have grown in several cities, including those where old systems have been replaced by advanced electronic systems;

(c) the steps taken/proposed to be taken to (i) check the pilferage of telehpone calls and (ii) check the scope of excess billing disproportionate to calls; and

(d) the number of complaints lodged by consumers in Patna, Bihar during the last three years, year-wise with break-up of complaints of excess billings out of it, vis-a-vis details of their disposal?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Yes, Sir.

(b) The complaints of over-billing in Electronic Exchanges have reduced due to the introduction of dynamic STD control facility as well as provision of itemised billing statement for "ISD**/STD" calls;

(c) Details are given in Statement-I.

(d) Details are given in Statement-II.

*STD Subscriber Trunk Dialling.

**ISD Inter-national Subscriber Dialling.

Statement-I

Details of steps taken to check on pilferage of telephone calls/excess billing

(i) All vital points, where there is a possibility of deliberate mischief and/or tampering of the telephone lines, are kept locked.

(ii) Exchange equipment including metering circuits are being tested regularly to eliminate any possibility of pilferage/excess billing.

(iii) Customers served by Electronic Telephone Exchanges (E-10B) can avail Dynamic STD Control Facility with which they can lock or unlock their STD/ISD service and exercise effective control on the use of their telephones. In addition, they get detailed bills for STD/ISD calls.

(iv) Instructions also exist for

(a) taking meter reading every fortnight

(b) maintaining separate registers for the subscribers whose meters have completed one or more revolutions during the fortnight.

(c) identifying the subscribers whose current fortnightly readings show a certain spurt and consequently placing their telephone line and usage on observation and

(d) avoiding arithemetical inaccuracies in the issue of bills.

Statement II

No. of complaints lodged by consumers in Patna during the last three years

Name of Year	No. of complaints	No. of complaints for excess metering	No. of complaints disposed for excess metering
88-89	6625	3029	2255
89-90	6234	3144	2887
90-91	6535	3454	All disposed

Revision of pay scales for inspectors of Post Office and Railway Mail Services

@@3371. SHRI SAMAR MUKHERJEE: Will the Minister of COMMUNICATIONS be pleased to refer to the answer to Unstarred Question 1628 given in the Rajya Sabha on 24th May, 1990 and state:

(a) whether a decision has since been taken regarding merger of Inspectors of Post Offices and Inspectors of Indian Railway Mail Services in a common cadre;

(b) if so, what are the details thereof; and

(c) if not the reasons for the delay in taking a decision?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) No Sir.

(b) Does not arise.

(c) The merger of IPOs/IRMs is linked with revision of pay scales of Inspectors on introduction of an element of direct recruitment in the merged cadre, as per the recommendations contained in Para 10.44 of recommendations of the 4th Pay Commission. No decision has yet been taken on direct recruitment and revision of pay scales.

Criteria for New manned telephone Scheme

3372. SHRI ASHOK NATH VERMA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the norms and criteria laid down, deposit/charges required and facilities offered by Delhi Telephones of MTNL for grant and operating of new manned telephone schemes like department sponsored telecom centres, Franchise Telecom Centres, MTNL authorised telephone centres, local call centres etc. to meet the urgent and genuine requirements of general public for local, STD/ISD, FAX, TELEX, Speed Post facilities etc. in Union Territory of Delhi, category-wise;

@@Previously Unstarred Question 2660 Transferred from the 17th December, 1991.